MULTIMEDIA UNIVERSITY STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2016 / 2017

BMH2034 – MANAGING HUMAN RESOURCES

(All sections / Groups)

1st JUNE 2017
9.00 a.m – 11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **TWO (2)** pages with **FIVE (5)** questions only.
2. Attempt **FOUR (4)** questions.
3. Please write all your answers in the answer booklet provided.

QUESTION 1

External recruitment is the assessment of an available pool of job candidates, other than existing staff. It is the process of searching outside of the current employee pool to fill open positions in an organization.

Discuss **FIVE (5)** sources of recruitment that organization can use in looking for candidates externally.

(25 marks)

QUESTION 2

The purpose of a job interview is twofold: It offers the employer valuable insight into the candidate's personality and abilities, and the chance to distinguish whether credentials and career goals match up with what the company seeks.

(a) Differentiate between structured and unstructured types of interview.

(10 marks)

(b) Discuss **FIVE (5)** common errors that undermine the interview process.

(15 marks)
(Total: 25 marks)

QUESTION 3

Lewin's three step model is very much a significant part of change management strategies for managing change in the workplace in the 21st century. This change management model was developed during the 1940's and still remains relevant today.

Discuss Lewin's **THREE (3)** step model with proper example.

(25 marks)

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QUESTION 4

Performance appraisal is used to evaluate employee's current and/or past performance relative to his or her performance standards. The appraisal lets the manager and subordinate develop a plan for correcting any deficiencies while reinforcing those things the employee does correctly.

(a) Discuss the reasons why performance management is widely used in evaluating employee's performance.

(10 marks)

(b) Explain **FIVE (5)** mistakes that managers perform when evaluating employee's performance using appraisal interview.

(15 marks)
(Total: 25 marks)

QUESTION 5

Globalization is the process of integrating a business's operations and strategies across a wide array of cultures, products and ideas and is having an impact on the role of human resource managers. Once concerned with the impact of local issues on employees, human resources must now consider the effects of workforce diversity, legal restrictions and professional development on the organization.

Discuss **FIVE (5)** main functions of global human resource management that are important to the sustainability of any business operations.

(25 marks)

End of Paper